



YUMA POLICE DEPARTMENT

911 EMERGENCY DISPATCHERS JOB REVIEW CHECK LIST

Experience has shown that many job applicants consider only the positive aspects of the job while ignoring some of its less attractive features. They sometimes react by leaving the job well before training is completed (sometimes in only a few weeks.) Early resignations, which result from lack of accurate job knowledge, contribute to a much lower retention rate among trainees.

There are many satisfying and rewarding aspects to this position. The job offers the opportunity to make significant contributions for the welfare and safety of the public and fellow employees. The work is challenging and it is important for all applicants to carefully consider **both** the negative and positive features of a new career **before** deciding to test for the position.

The job factors listed below are features of the position about which many applicants are unaware. If **any** of these conditions are unacceptable to you, we strongly suggest you consider alternative employment choices which may better fit your individual needs. Please study this list and understand that all of these factors are a reality, not a possibility.

WORKING ENVIRONMENT

Please review each item carefully

- Unable to physically leave your worksite at any time other than a short restroom break.
- Unable to schedule your own lunch or rest breaks.
- Unable to smoke at your worksite.
- Work within a structured “military” model organization, i.e., work through a highly structured “chain-of-command”.
- Work at a rapid pace over which you have little control.
- Be able to maintain intense concentration and attention for extended periods of time and then experience periods of very slow activity.
- Make critical decisions based on limited information.
- Receive a daily evaluation of your job performance during training.
- Maintain control of your emotions while dealing with incidents/accidents involving serious injury and /or death.
- Access and monitor multiple computer systems, radios and telephones simultaneously.

WORK SCHEDULE

- Required to work any of four shifts.
- Required to work weekends on a regular basis.
- Potentially have to work Thanksgiving Day, Christmas Day, New Year's Day, and any or all holidays.
- Have no choice on which days you work.
- Must work same shift as your instructor during training.
- May need to change work shift, days off or cancel holiday plans on minimal notice.
- May need to work mandatory overtime with minimal notice in the event of a sick leave or other emergency.
- Required to be "on-call" which may require you to respond with minimal notice outside of your regularly scheduled work hours.

CALL TYPES

- Answer telephone calls where someone is rude or screams at you.
- Answer telephone calls where the caller directs obscene language at you.
- Answer telephone calls where the caller is drunk, irrational, confused or speaks a foreign language.
- Answer telephone calls where a violent crime is in progress.
- Answer telephone calls in which the caller is difficult to understand.
- Answer telephone calls for medical emergencies.
- Have to make quick decisions regarding one or more person's safety.
- Tell someone who expects law enforcement service that his/her problem does not require law enforcement service response.